

**REQUEST FOR PROPOSAL (RFP)**  
ADA Self-Evaluation and Transition Plan  
RFP # 18-59

The Department of Planning and Community Development (DPCD) acting through the Town Manager is requesting proposals from qualified individuals and firms for Consulting Services related to an ADA Self-Evaluation and Transition Plan.

For further information contact Julie Wayman, 781 316-3094, Email: [jwayman@town.arlington.ma.us](mailto:jwayman@town.arlington.ma.us)  
The proposal may be viewed and downloaded from the Town website  
[www.arlingtonma.gov/purchasing](http://www.arlingtonma.gov/purchasing).

Proposals are invited and will be received by the Purchasing Officer, Town of Arlington, Massachusetts on or before 2:00 p.m., December 20, 2018 at the Town Manager's/Purchasing Office, Town Hall Annex 2<sup>nd</sup> floor, 730 Massachusetts Avenue, Arlington, MA 02476. Proposals delivered after the appointed time and date will not be considered. Questions about the RFP may be submitted by December 7, 2018. Responses to questions will be posted online as addenda to the RFP.

Five (5) copies of technical proposal and a USB drive with the technical proposal in searchable PDF format shall be submitted in a sealed envelope marked "RFP #18-59 - ADA Self-Evaluation and Transition Plan - **Technical Proposal**" and one (1) copy of the price proposal in a sealed envelope marked "RFP #18-59 - ADA Self-Evaluation and Transition Plan - **Price Proposal**".

The Town reserves the right to cancel any request for proposals, and to reject in whole or in part any and all proposals, when it is deemed in the best interests of the Town to do so.

Adam W. Chapdelaine  
Town Manager

**November 28, 2018**

**REQUEST FOR PROPOSALS  
TOWN OF ARLINGTON  
ADA SELF-EVALUATION AND TRANSITION PLAN**

**Responses Due:**

Thursday, December 20, 2018 at 2:00pm  
Late Responses Will Be Rejected

**Deliver Complete Responses To:**

Town Manager  
Town Manager's/Purchasing Dept.  
Town Hall Annex 2<sup>nd</sup> floor  
730 Massachusetts Avenue  
Arlington, MA 02476

**For Further Information Please Contact:**

Julie Wayman, 781 316-3094  
Email: [jwayman@town.arlington.ma.us](mailto:jwayman@town.arlington.ma.us)

RFP No. 18 – 59

**I. OVERVIEW/ PURPOSE**

The Town of Arlington (hereinafter referred to as “the Town”), acting through its Department of Planning & Community Development (hereinafter referred to as DPCD) seeks proposals from consultants to create an ADA Self-Evaluation and Transition Plan.

The Town of Arlington, MA is soliciting quotes from independent firms with expertise to prepare a Self-Evaluation and Transition Plan. Per Chapter 30B of the Massachusetts General Laws, we are requesting written quotations from a minimum of three firms who customarily provide the service that we are requesting.

The Town of Arlington reserves the right to reject any or all proposals, waive any minor informality in the proposal process, and accept the proposal deemed to be in the best interest of the Town of Arlington.

This work is funded by the Department of Public Works and the Department of Planning and Community Development through the Community Development Block Grant for FY19.

**II. BACKGROUND INFORMATION**

Arlington, a former agricultural community, transformed into a streetcar suburb in the early to mid-20<sup>th</sup> Century and is now a densely developed vibrant community. The business and industrial districts are generally along Massachusetts Avenue and Broadway, both of which are lined with sidewalks. While the town has been working on an annual basis to update the ADA-compliant curb cuts, and has ensured new buildings meet ADA requirements, the status of ADA-compliance of all town-owned buildings and property is unclear. While there is some effort to ensure people who are hard of hearing are given support to fully participate in meetings and on committees and people are provided materials in their language, this is not done consistently across town and it is unclear the resources needed to ensure this need is being met.

In December 2014, the Institute for Human Centered Design completed an ADA Self-Evaluation report on behalf of the Town of Arlington's Recreation Department and Park and Recreation Commission

focusing primarily on Town park and playground facilities. This work, and the work found in the referenced reports are expected to be reviewed and incorporated into the complete town self-evaluation, if possible.

The Town is governed by a five-member Select Board and Representative Town Meeting. Daily management is vested in a Town Manager appointed by the Select Board. Planning and development is controlled by Massachusetts General Law, the Arlington Town Manager Act, the Town Bylaws, and the Arlington Zoning Bylaw. The Town has an active Disability Commission which provides information, referral, guidance, and technical assistance to insure that people with physical, sensory, cognitive, and other disabilities have equal access to Town facilities, services, and programs. The Commission consists of nine Commissioners, all volunteers. The members are appointed by the Town Manager with approval from the Select Board. State law mandates that the majority of Commissioners have a disability. Arlington complies with this mandate. The focus of the Disability Commission over the past three years has been ensuring sufficient handicapped parking throughout the Town, proper snow & ice Removal, accessibility at local businesses, and supporting the resurfacing of areas around town currently surfaced with brick.

### **Disability Commission Members**

Papoulias DeAngelis, M.ED., Cynthia  
Disability Commission, Chair, 2021

Czech, Paul  
Disability Commission, 2021

Devney, Darcy  
Disability Commission, 2021

Fallon, Kerrie  
Disability Commission, 2018

Mathiasen, Karen  
Disability Commission, 2020

Molina, Liza  
Disability Commission, 2020

Rademacher, Michael  
Disability Commission, 2018

Raia, Paul  
Disability Commission, 2021

St. Hilaire, Maureen  
Disability Commission, 2019

The following outline is offered to describe the general extent of services to be provided by the Consultant. This outline is not necessarily all-inclusive, and the Consultant will include in the proposal

any tasks or alternatives and services deemed necessary to satisfactorily complete the project. Consultants are encouraged to bring both industry expertise and creative ideas tested elsewhere to help the community design and implement an approach that best suits the Town.

### **III. SCOPE OF WORK**

#### **Introduction**

The Town of Arlington is in need of a consultant to prepare a Self-Evaluation and Transition Plan that wholly complies with the requirements of the Americans with Disabilities Act of 1990 (ADA), including modifications made by the ADA amendments of 2008 and up to December 2018. The Town of Arlington intends to enter into a contract for professional services with an experienced and qualified consultant to provide these services.

#### **Project Goals**

- A. Provide an evaluation of Arlington's services and programs to determine compliance with ADA regulations
- B. Provide an evaluation of Arlington facilities including buildings and pedestrian facilities. Note: sidewalks that are part of and associated with Arlington buildings and facilities are included in the scope of this project. Any and all items on Arlington owned and/or operated property or in Arlington operated and/or owned buildings, parking lots, are covered under the scope of this project.
- C. Prepare a Self-Evaluation and Transition Plan that complies with current ADA standards.
- D. Review and adjust where necessary the existing grievance procedure and public notice that conforms to ADA/504 requirements.
- E. Provide a current cost estimate for remediation work required as a result of the evaluation.
- F. Ensure that all physical improvements identified and proposed under the plan shall conform to both ADA and Architectural Access Board (AAB) requirements.

#### **Scope of Work**

##### ***Task I – Community and Staff Evaluation and Involvement***

- A. Consultant shall provide options and recommendations regarding the involvement of staff and the community in the process of preparation of a self-evaluation plan.
- B. Coordination and distribution of a questionnaire/ survey that would identify areas to provide the needs analysis for the self-evaluation/ transition plan.
- C. Facilitation of public/staff meetings to fully identify areas of Arlington services/policies that require evaluation.

##### ***Task II – Evaluation of Programs***

- A. The consultant will be responsible for obtaining and conducting an intensive review of all written policies, rules and regulations of the Town of Arlington and all of its Departments. The intensive review should provide an accurate assessment of which programs and policies, if any, contain language or processes that may be discriminatory and/or non-compliant with Title I and II of the ADA.

- B. Provide a full review of Arlington's website and online information services including GIS viewer, Assessor's information and on-line permitting for ADA compliance.

#### *Task III – Evaluation of Facilities*

- A. Provide a field review of all Arlington owned and operated buildings, parks, and rights of way to evaluate compliance with the ADA and provide remedial options for compliance. Each site shall have all aspects of the infrastructure located on the site examined that pertain to ADA compliance. The information provided in the size/use column is to provide an idea of the scope of a site and does not represent all the aspects of a site that are to be reviewed.
- B. Provide a report, in both typed and electronic Microsoft Word format, that includes a cost evaluation of all proposed modifications.

#### *Task IV Actions Steps and Timeliness*

- A. The consultant shall provide a complete and accurate report that includes recommendations for any modifications or deletion of language in all program policies, practices, and procedures.
- B. The consultant shall provide a complete evaluation of Arlington Facilities, including costs for proposed modifications and priorities for completion of proposed modifications.

#### *Task V Other Suggested Items*

- A. Under Task V, the consultant should provide items that it feels are not properly captured in the tasks outlined above. Based on the Project Goals identified at the start of this RFP, the consultant shall review the tasks outlined above. If there is recommended scope that should be incorporated into this contract to meet the Project Goals, outline those items under this task and provide a cost estimate for that work.

#### *Deliverables*

- A. The selected firm will be required to attend at least two (2) Disability Commission meetings with staff and the public to identify areas of Arlington services and facilities that need to be evaluated.
- B. The selected firm's representatives will be required to attend and provide a presentation at one (1) Arlington Select Board meeting.
- C. A preliminary report will be required when approximately 75% of the evaluation for programs, policies and facilities is complete.
- D. The final version of each deliverable should be submitted in electronic format on a CD, DVD, or USB compatible hard drive and contain a Microsoft Word compatible version, and a searchable PDF version. All images, tables and graphs used in the final version should be in Microsoft Excel compatible format, and shall include all GIS or CAD data created by the Consultant and used in maps in the final version. All materials will become the property of the Town of Arlington.

## Price Proposal Format

### A. Project Cost

- i. Please identify the cost for each task in the Scope of Work. Include the number of staff needed to complete each task, as well as the total cost.
- ii. Any additional costs/ charges (such as travel expenses) must be clearly defined in the proposal.
- iii. Complete summary of costs – cost by task, by staff person, components, optional work, taxes, etc.
- iv. Acknowledge meeting insurance requirements set forth in accompanying professional services agreement

### Relevant Experience

- A. Your current and past experience as it relates to the scope of the RFP
- B. A minimum of three (3) related business references, including names, addresses, and phone numbers plus a description of the type of work you performed for them.
- C. References to other Municipalities/ Organizations that your firm has prepared or assisted in the preparation of Self Evaluation/ Transition Plans.
- D. Municipal government experience. Preference will be given to respondents who have developed plans for other municipalities.

### Project Approach

- A. Describe your approach to completing the tasks identified in the Scope of Work section.
- B. The process to include input from all Town of Arlington departments. Please describe the plan for meeting with Arlington Staff members and the general public to provide the needs analysis.

### Time of Performance

The timeframe for completion of the project will be evaluated. In addition, the timeframe will be part of the contractual agreement; therefore, a realistic time frame for completion is requested. The Consultant shall also demonstrate the ability to commit time and resources to the Arlington's project relative to its other commitments.

### Assistance from Arlington

To the greatest extent possible, please provide a written summary identifying the types of information, data, and assistance expected from the Town of Arlington in order to complete this project.

### Schedule

The Scope of Work shall have the desired completion date of six (6) months from the written Notice-To-Proceed given by the Town of Arlington. It is preferable that the evaluation and transition plan be complete by June 30, 2019.

### Regulations

The project must comply with all applicable federal and state laws and Arlington bylaws and regulations.

#### IV. PROJECT SCHEDULE

Work is expected to start in January 2019. The Consultant shall prepare a reasonable timeline to complete the project. The Consultant is not expected to present at Town Meeting.

#### VI. CONSULTANT QUALIFICATIONS

At a minimum, the proposing firm/team must meet the following requirements:

1. The firm/project manager/team must have at least five (5) years of experience in ADA compliance, municipal planning, public policy and administration, and community engagement.
2. The principal and project manager to be assigned to this project must be available for meetings with the Town on days or evenings, as required.
3. The firm/team must have previous experience in similar projects. Successful completion of a minimum of three (3) such projects within the last five (5) years is required, and completion of five (5) overall is desired.
4. The firm/team must have proven experience in the public sector and in working with federal, state and municipal agencies, and neighborhood/business organizations.
5. The volume of the proposed project managers and firm's current and projected workload must not adversely affect its ability to immediately initiate work and to follow through with the project in a timely and professional manner. The firm and all team members must be capable of devoting a significant amount of time to this project in order to complete the work within the schedule outlined in this RFP.

#### VII. SELECTION CRITERIA

The Town will award the contract to the Consultant offering the most advantageous response to this RFP, taking into consideration all evaluation criteria. The selection process will include an evaluation procedure based on the criteria identified below. Finalists will be required to appear for an interview.

1. Staffing Plan and Methodology, including the professional qualifications of all project personnel with particular attention to training, educational background, professional certification or registration, and professional experience. Demonstrated expertise and experience of the Principal-in-Charge, Project Manager, and other key personnel, and any Consultants to be assigned to the Project, including professional registration of the Consultants and their qualifications.

**Highly Advantageous:** The plan of services proposes a detailed, logical, creative, and highly efficient scheme for producing a complete project that addresses all Goals and Priorities of this project and meets all the minimum applicant qualifications detailed in Section VI, "Consultant Qualifications".

**Advantageous:** The plan of services proposes a credible scheme for producing a complete project that addresses all of the required issues and meets all the minimum applicant qualifications detailed in Section VI, "Consultant Qualifications".

**Not Advantageous:** The plan of services is not sufficiently detailed to fully evaluate, or the plan does not contain all the components necessary to produce a complete project that addresses all

of the required issues and meets all the minimum applicant qualifications detailed in Section VI, "Consultant Qualifications".

**Unacceptable:** The plan of services does not meet all the minimum applicant qualifications detailed in Section VI, "Consultant Qualifications".

2. Depth of experience with similar projects, and prior experience with public contracts and ADA-compliance, self-evaluations and transition plans and related laws, and local, state, and Federal regulations related to ADA and Architectural Access Board regulations.

**Highly Advantageous:** The Consultant has at least seven (7) years of experience consulting with municipalities on projects of similar size and scope to this project. The Consultant can demonstrate the successful completion of five (5) similar projects within the last five (5) years.

**Advantageous:** The Consultant has at least five (5) years of experience consulting with municipalities on projects of similar size and scope to this project. The Consultant can demonstrate the successful completion of three (3) similar projects within the last five (5) years.

**Not Advantageous:** The Consultant has less than four (4) years of experience but more than one (1) year consulting with municipalities on projects of similar size and scope to this project. The Consultant can demonstrate the successful completion of two (2) similar projects within the last five (5) years.

**Unacceptable:** The Consultant has less than four (4) years of experience consulting with municipalities on projects of similar size and scope to this project. The Consultant cannot demonstrate the successful completion of similar projects.

3. Strength and credibility of client references. The Consultant shall demonstrate prior client satisfaction with working relationship, project management capabilities, and technical expertise in developing similar projects.

**Highly Advantageous:** More than three clients who consider your services satisfactory or better.

**Advantageous:** Three clients who consider your services satisfactory or better.

**Not Advantageous:** Three or more clients not all of whom consider your services satisfactory or better.

**Unacceptable:** Fewer than three clients who consider your services satisfactory or better, or three or more clients who consider your services unsatisfactory.

4. Desirability of approach to the project, as well as a demonstrated understanding of all project components and public outreach needs.

**Highly Advantageous:** The response contains a clear, creative, and comprehensive plan that addresses all project Goals and Priorities as stated in the RFP.

**Advantageous:** The response contains a clear plan that addresses most of the project Goals and



Priorities as stated in the RFP.

**Not Advantageous:** The response does not contain a clear plan to address many of the project Goals and Priorities as stated in the RFP.

**Unacceptable:** The response does not contain any plan to address the project objectives stated in the RFP.

5. Demonstrated ability to meet project budget and project schedule.

**Highly Advantageous:** All of the Consultant's references indicate that the projects were completed within budget and on schedule or with minimal, insignificant delays.

**Advantageous:** One of the Consultant's references indicates that the project was not completed within budget attributable to the Consultant or with substantial delays attributable to the Consultant, and no current project or project completed in the last three years experienced substantial delays attributable to the Consultant.

**Not Advantageous:** Two of the Consultant's references indicate that the project was not completed within budget attributable to the Consultant or was completed with substantial delays attributable to the Consultant, and no current project or project completed in the last year experienced substantial delays attributable to the Consultant.

**Unacceptable:** More than two of the Consultant's references indicate that the project was not completed within budget attributable to the Consultant or was completed with substantial delays attributable to the Consultant.

## VIII. SUBMITTAL REQUIREMENTS

Interested qualified firms must submit its response addressing the objectives, scope and schedule described in this RFP. Responses must include, at a minimum, each of the following:

- Five (5) paper copies of the technical proposal and a USB drive with the technical proposal in searchable PDF format shall be submitted in a sealed envelope marked “RFP #18- Town of Arlington ADA Self-Evaluation and Transition Plan - Technical Proposal”.
  1. General description of the firm/team's experience.
  2. Description, with examples, of the firm/team's experience in working with municipalities to complete ADA Self-Evaluation and Transition Plans. Include reference to your experience in use of visual materials to illustrate the needs and proposed changes.
  3. A detailed scope of services for the proposed work, including the firm/team's general approach to such work, evidence of the firm/team's understanding of the goals and objectives of the project, and methodology for accomplishing the tasks as listed in this RFP.
  4. An outline of the schedule for completion of tasks (timeline) as presented in the firm/team's approach to the scope of services.
  5. Description of or resumes for the assigned staffs' experience, educational background, availability, and chain of responsibility, including the name and title of

- the principal and project manager assigned to the project, names of all sub-consultants, and resumes of all personnel to be associated with the project.
6. At least three (3) references, including name, title, agency, address, description of project, project cost, and telephone number and the email address for clients with similar projects completed by the Consultant within the last five years (including dates).
  7. Other pertinent information about the firm(s) that would aid the Town in making a selection.
  8. Completed Required Forms (not included in page limit).
  9. Evidence of insurance coverage, including general and professional liability and Workers' Compensation insurance.
- Sealed Submission, one (1) copy, clearly marked "RFP #18-59 Town of Arlington ADA Self-Evaluation and Transition Plan - Price Proposal".
    1. Completed Price Proposal Form (attached)
    2. Estimated breakdown by planning element of professional service fees (including expenses), assigned project staff and hourly billing rates of all staff assigned to provide services (including any sub-consultants).

Proposals must clearly address all the submittal requirements; that is, the response should include a section addressing all of the minimum qualifications, the minimum submittal requirements, and each of the review criteria. The proposal will be reviewed based on each of these items and it will be to the benefit of the responder to clearly address each of the items. Where the requirements specify a minimum level of experience, indicate the dates of said experience.

A Selection Committee will be convened to review proposals. Committee members will be drawn from Town staff and Disability Commission members and may include other community members.

The Town reserves the right to reject any or all proposals, to waive any non-material irregularities or information in any RFP, and to accept or reject any item or combination of items. The Town also reserves the right to seek additional information and revised proposals prior to selection of a Consultant through written notice to all of the respondents.

Responses to the RFP are due by **December 20, 2018 at 2 PM**. Facsimile and/or emailed responses will not be accepted. All responses should be submitted to:

Adam W. Chapdelaine  
Town Manager  
Town of Arlington  
730 Massachusetts Avenue  
Arlington, MA 02476

Any interviews with prospective consultants will be scheduled in January 2019.

## **IX. PROJECT FUNDING**

Consultants must complete the attached Price Proposal Form under separate cover. Project fees must be provided for each Project Component of work as described in the Scope of Services. Fees shown will include all costs and expenses (copying, mileage, photographs, maps, etc.) to complete the Scope of

Services defined in this RFP. Also, the selected Consultant will be required to submit invoices identifying hours, expenses and total cost by specific tasks. The final contract scope, price and fee will be negotiated with the highest ranked responder.

**X. REQUIRED FORMS**

All required forms must be submitted with the proposal.

- A. Certificate of Non-Collusion
- B. Certificate of Tax Compliance
- C. Price Proposal Form

**CERTIFICATE OF NON-COLLUSION FORM  
TOWN OF ARLINGTON  
ADA SELF-EVALUATION AND TRANSITION PLAN**

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

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Signature of Individual Submitting Bid or Proposal

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Name of Individual Submitting Bid or Proposal

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Name of Business

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Date

BY STATE LAW THIS NON-COLLUSION FORM MUST BE SIGNED AND SUBMITTED WITH THE BID OR PROPOSAL.

**CERTIFICATE OF TAX COMPLIANCE FORM  
TOWN OF ARLINGTON  
ADA SELF-EVALUATION AND TRANSITION PLAN**

Pursuant to MGL Chapter 62C, Section 49A, I certify under the penalties of perjury that I have complied with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

\_\_\_\_\_  
Social Security Number or  
Federal Identification Number

\_\_\_\_\_  
Signature and Title of Individual or  
Responsible Corporate Officer

BY STATE LAW THIS CERTIFICATE OF TAX COMPLIANCE FORM MUST BE SIGNED AND SUBMITTED WITH THE BID OR PROPOSAL.

**PRICE PROPOSAL FORM**  
**(To be place in a separate sealed envelope)**

**RFP #18-59 Consultant Services**  
**TOWN OF ARLINGTON**  
**ADA SELF-EVALUATION AND TRANSITION PLAN**  
**Arlington, MA 02476**

CONTRACTOR      Town Manager  
                         Town of Arlington  
                         730 Massachusetts Avenue  
                         Arlington, MA 02476

PROPOSER

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PROJECT:            Consultant Services for ADA SELF- EVALUATION AND TRANSITION PLAN

Proposed Price (in words): \_\_\_\_\_

Proposed Price (in numbers): \$ \_\_\_\_\_

Please attach estimated budget and breakdown by planning element of professional service fees, assigned project staff and hourly billing rates of staff.

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Title

\_\_\_\_\_